



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

SFMTA
Municipal Transportation Agency

Operations and Customer Service Committee

**Tuesday, March 12, 2013, at 3:00 p.m.
1 South Van Ness Avenue, 6th Floor, Candlestick Conference Room**

MINUTES

1. Call to Order

Chairman Downey called the meeting to order at 3:05 p.m.

2. Roll Call

OCSC members present at Roll Call: Joan Downey

OCSC members absent at Roll Call: None

OCSC members absent: Mark Ballew and Daniel Murphy

SFMTA CAC members not on this committee, but also present: Steve Ferrario,
Dorris Vincent, and Frank Zepeda

Chairman Downey appointed Frank Zepeda to serve as Pro Tem

3. Announcement of prohibition of sound-producing devices during the meeting.

The CAC Secretary made the announcement.

4. Approval of Minutes:

- September 11, 2012
- November 13, 2012
- February 12, 2013

This item was continued to the next meeting.

Public Comment:

None

5. Report of the chairman (For discussion only):

Chairman Downey commented that the Carl Street project is still not completed and that she discussed this with Ha Nguyen.





6. Public Comment:

None

7. Presentation, discussion and possible action regarding kids on buses after school. (Sulu Palega, Muni Transit Assistant Program Manager of Security and Enforcement, Security, Investigations & Enforcement, Sustainable Streets)

Sulu Palega discussed the Muni Transit Assistant Program (MTAP) staff procedures. The MTAP staff works closely with police and they ride various Muni vehicles near troublesome schools to prevent student behavior disruption on buses.

Motion 130312.01

The SFMTA CAC recommends that new operator training include MTAP training.

Motion 130312.02

The SFMTA CAC recommends that the staff be increased for the MTAP so they can cover more lines and education in the schools.

Motion 130312.03

The SFMTA CAC recommends that the CAC write a letter to the superintendent of schools suggesting that there should be more staggered times for the opening/closing of schools, to alleviate congestion on the buses.

Public Comment:

Edward Mason commented on the bus education for students, bicyclists, cab drivers; staggering school hours; and traffic congestion around schools.

8. Presentation, discussion and possible action regarding cable car operations. (David Banbury, Superintendent, Cable Car Division, Transit Services)

John Haley, Director, Transit Services discussed the schedule and supervision of cable car operations. Mr. Haley stated that the cable car is heaviest used on Saturdays and Sundays. Mr. Haley also discussed the disruption to the cable car system when the cables were spliced in November and maintenance procedures for cable cars.



Public Comment:

Edward Mason commented on signage for new vehicles and VTA's smart app for reporting graffiti and vandalism on their vehicles.

9. Presentation, discussion and possible action regarding the new SFMTA website. (Deanna Desedas, Marketing Manager, Administration, Safety & Training)

This item was continued to the next meeting.

Public Comment:

None

10. Committee members' requests for information. (For discussion only)

✚ Joan Downey stated that the sidewalk at Irving & Arguello Streets can barely be seen. Ms. Downey stated the sidewalk has almost disappeared and would like to know will this be repaired.

Public Comment:

None

11. Schedule upcoming Meeting and Agenda Items. (For discussion only)

Next regular meeting: Tuesday, May 14, 2013 at 3:00 p.m.

1 South Van Ness Avenue, 6th Floor, Candlestick Conference Room #6053

ADJORN: The meeting was adjourned at 5:26 p.m.

Respectfully submitted by:
Yvette Torres
SFMTA – CAC Secretary